

VHA Whole Health Coaching *Foundations Training*

What is a Whole Health Coach?

The Office of Patient Centered Care and Cultural Transformation (OPCC&CT) is offering a new and exciting opportunity for you to be at the forefront of a movement within healthcare to support Veterans in optimizing their health and well-being. Whole Health Coaching integrates principles of change theory and practice to support Veterans in realizing their health potential. This training may cost thousands of dollars by outside agencies, but, is being offered to you free-of-charge as an educational service by the VHA.



What does a Whole Health Coach do?

- Assist the Veteran in developing a personalized health plan that is based on what matters most to the Veteran; the plan is based on the Veteran's own goals, values, preferences, and lifestyle. *The agenda is the Veteran's.*
- Partner with the Veteran with proactively taking action toward behavior change that is present- and future-oriented.
- Recognize that health is much broader than the absence of disease. The emphasis is on health enhancements/strengths rather than disorders/weaknesses.
- Seek to support the Veteran in achieving the Veteran's standard of optimal health that takes into account the mental, physical, and social well-being of the Veteran.

What is the Role of a WHC in the Whole Health System?

Whole Health Coaching is a core service of the Well-being Program. The Whole Health Coach is a new position within VA and is an integral part of the Whole Health System. A nationally classified Developmental Position Description (PD) for health coaches has been developed and is available at the GS 07-09 level. Health coaches can provide individual and group coaching services not only within the Well-being Program but also within Whole Health Clinical Care. (Note: A whole health coach needs to have a clinical supervisor that also has whole health coaching skills. Checklists are available that review how to evaluate the skills of a whole health coach as well as how to set up a health coaching program at the facility).

How will Health Coaching be integrated into the system?

Health Coaches may be embedded within a clinical care team, work with the health and well-being programs, or be used on a consultative basis. This is a new and growing area, and the ideal state includes utilization of certified health coaches in many different settings. In the interim, there may be staff trained in health coaching skills that can be a part of the newly developed process, including, for example, Motivational Interviewing and TEACH for Success graduates. The clinician coaching developed by NCP can also play an important role in promoting this approach in the clinical setting. Through this program, TEACH and MI facilitators are available at many facilities to help PACT and other clinicians apply TEACH and MI skills in actual practice. NCP provides extensive training and

support to TEACH and MI facilitators to prepare them to serve as clinician coaches. Clinician coaches provide coaching in both individual and group settings and are available for individual case consultation to assist clinicians to overcome barriers to use of Veteran-centered communication and health coaching approaches. The Whole Health System implementation provides a great opportunity to support and expand clinician coaching in the use of effective Veteran-centered communication strategies. Integrating health coaching on a wider scale begins with identifying clinical staff or other team members who are interested in committing to the Whole Health Coaching *Foundations* course. Once Health Coaches have been trained, the clinical care team needs to create the process whereby the team can refer the Veteran to health coaching for further support of that Veteran's health goal. For example, a Clinical team RN, LPN, or Peer Support Specialist who has had Health Coaching Training can then easily follow the health goal that was created by the Veteran with the provider, thus allowing for continuity of care within the clinical team setting. Additionally, existing resources within the VA (e.g., MOVE!, smoking cessation programs, HBC consults) also serve to re-enforce the Veteran's health goal and are consistent with the practice of health coaching.

What do I need to know about this training and what is the time commitment?

The Whole Health Coaching *Foundations Training* is highly experiential, with participants taking on both the role of clients and coaches throughout the training. Experiencing the coaching process first

“Tell me and I forget,
teach me and I may
remember, involve me and
I learn.” — Benjamin
Franklin

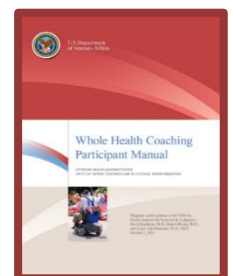
hand as a client is one of the most powerful ways to imbed coaching skills and processes within course participants. This process relies less on front-of-the-room lecture and Power Point presentations although both are a part of the training. The VA Whole Health Coaching program has been approved as a Transitionally Accredited Health Coaching Program by the International Consortium for Health and

Wellness Coaching (ICHWC). If you are interested in pursuing national certification, you will receive the foundational skills necessary for certification by attending this VA WHC *Foundations* training in its entirety and passing a practical skills evaluation at the end of the training. Following successful completion of this phase you will be instructed on additional requirements established by the ICHWC. Please note that all VA employees are able to attend this course and pursuing national certification IS NOT a requirement.

Participants wishing to receive CEU credits and/or pursue certification must attend all six days of Part I and Part II in-class sessions (8-4:30 daily), as well as the three triad practices held between the two sessions (6 hours total).

Who should apply to attend these trainings?

PACT members, social workers, RNs/LPNs, pharmacists, peer support specialists, medical assistants, residents, physical therapists, kinesiologists, dietitians, and individuals associated with behavior change programs, to name a few. Non-clinicians are encouraged to attend, especially those interested in serving in a health coaching role. CME accreditation is available for physicians, non-physicians, pharmacists, dietitians, nurses, psychologists, and social workers.



What are other VHA employees saying?

“The course was out of this world. I have a tool that will empower others to redirect their life.”

“You gave us the space to learn and practice and become self-empowered.”

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Agenda – Session I

Part 1, Day 1 Times		Manual Page #	Topic / Title
7:30 AM	- 8:00 AM		Participant Registration and Sign In
8:00 AM	- 8:30 AM		Welcome and Overview of the Course
8:30 AM	- 9:15 AM	p. 4-8	What is Whole Health Coaching?
9:15 AM	- 10:00 AM		Participant Introductions
10:00 AM	- 10:15 AM		Break
10:15 AM	- 10:30 AM		Group Guidelines / Practices / Participant Manual
10:30 AM	- 11:45 AM	p. 5-6	Introduction - Mindful Awareness
11:45 AM	- 12:45 PM		Lunch
12:45 PM	- 2:00 PM	p. 31	Coaching Skill - Listening
2:00 PM	- 2:15 PM		Break
2:15 PM	- 3:30 PM	p. 9-11	Overview WHC Process, Intro to Stage 1: MAP, Values, Values Conflicts
3:30 PM	- 4:00 PM		NBHCW Certification, Daily Feedback, Q&A, Pulse Checks
4:00 PM			Adjourn
Part 1, Day 2 Times			Topic / Title
7:30 AM	- 8:00 AM		Participant Registration and Sign In
8:00 AM	- 8:30 AM		Overview of the Day and Mindful Awareness
8:30 AM	- 10:00 AM	p. 31-35	Coaching Competency Skill - Reflections, Acknowledgments, Inquiry
10:00 AM	- 10:15 AM		Break
10:15 AM	- 10:30 AM		Coaching Competency - Stages of Change
10:30 AM	- 11:30 AM	Handouts	Stage I Sample Questions, Demo #1
11:30 AM	- 12:30 PM		Lunch
12:30 PM	- 12:45 PM		Setup Triad Practice
12:45 PM	- 2:45 PM		Triad Practice #1 - MAP (Vision and Values)
2:45 PM	- 3:00 PM		Break
3:00 PM	- 3:30 PM	Handouts	Introduction to Process Stage II - Assess, Focus, Readiness
3:30 PM	- 3:45 PM		Demo #2 - Process Stage II
3:45 PM	- 4:00 PM		Q & A and Daily Feedback
4:00 PM			Adjourn
Part 1, Day 3 Times			Topic / Title
7:30 AM	- 8:00 AM		Participant Registration and Sign In
8:00 AM	- 8:30 AM		Overview of the Day and Mindful Awareness
8:30 AM	- 10:30 AM	Handouts	Triad Practice #2 - Assess, Focus, Readiness
10:30 AM	- 10:45 AM		Break
10:45 AM	- 11:30 AM	p. 15-23	Intro to Process Stage III - Plan for Action
11:30 AM	- 12:00 PM		Demo #3 - Process Stage III
12:00 PM	- 1:00 PM		Lunch
1:00 PM	- 3:00 PM	Handouts	Triad Practice #3 - Goal Setting, Action Steps, Barriers, Accountability
3:00 PM	- 3:15 PM		Break
3:15 PM	- 3:45 PM		Introduction to Phone Triad Practice
3:45 PM	- 4:00 PM		Wrap up and Part #1 Evaluation, Closing
4:00 PM			Adjourn

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Agenda – Session II

Part 2, Day 1 Times			Topic / Title
7:30 AM	- 8:00 AM		Participant Registration and Sign In
8:00 AM	- 8:30 AM		Welcome Back, Overview of the Day and Mindful Awareness
8:30 AM	- 8:45 AM		Review of Between Session Practice / Skills & Process
8:45 AM	- 9:30 AM	p. 23-24	Process Stage IV and Stage IV Demo
9:30 AM	- 9:45 AM		Break
9:45 AM	- 11:45 AM	Handouts	Triad Practice #4
11:45 AM	- 12:45 PM		Lunch
12:45 PM	- 2:00 PM	p. 18-20	Barriers Strategies (Brainstorming, Values Conflicts, EPE, Limiting Beliefs)
2:00 PM	- 2:15 PM		Break
2:15 PM	- 3:45 PM	p. 18-20	Barriers Strategies - continued
3:45 PM	- 4:00 PM		Q&A and Daily Feedback
4:00 PM			Adjourn
Part 2, Day 2 Times			Topic / Title
7:30 AM	- 8:00 AM		Participant Registration and Sign In
8:00 AM	- 8:30 AM		Overview of the Day and Mindful Awareness
8:30 AM	- 10:30 AM	Handouts	Triad Practice #5 - Barriers Strategies
10:30 AM	- 10:45 AM		Break
10:45 AM	- 11:30 AM		How to Refer, and Suicide Prevention
11:30 AM	- 12:30 PM		Lunch
12:30 PM	- 1:30 PM	p. 51-57	Introduction to Group Coaching and Group Coaching Demo
1:30 PM	- 1:45 PM		Break
1:45 PM	- 3:45 PM	Handouts	Group Coaching Practice #1
3:45 PM	- 4:00 PM		Q & A and Daily Feedback
4:00 PM			Adjourn
Part 2, Day 3 Times			Topic / Title
7:30 AM	- 8:00 AM		Participant Registration and Sign In
8:00 AM	- 8:30 AM		Overview of the Day and Mindfulness
8:30 AM	- 10:15 AM	p. 25-28	Coaching within your VHA Role - Large Group Exercise
10:15 AM	- 10:30 AM		Break
10:30 AM	- 11:30 AM	Handouts	Implementation Groups - Setup & Breakout Time
11:30 AM	- 12:30 PM		Brown Bag Lunch with Leadership
12:30 PM	- 1:30 PM		Implementation Group - Large Group Discussion, Q&A
1:30 PM	- 1:45 PM		Break
1:45 PM	- 3:45 PM		Group Coaching Practice #2
3:45 PM	- 4:00 PM		Revisit Certification, Parking Lot, Closing Circle
4:00 PM			Adjourn

Whole Health Coaching

Foundations Training Faculty



David Rychener, Ph.D.

Dr. David Rychener is the Project Director with the Pacific Institute for Research and Evaluation (PIRE), under contract with the VHA Office of Patient Centered Care and Cultural Transformation. He has been involved with curriculum development, training, and program development for the past 35 years with the University of Arizona, Duke University, and PIRE. More specifically, Dr.

Rychener spent 30 years working on the U.S. Navy's PREVENT program, training more than 1,500 facilitators to deliver training at more than 35 Navy locations worldwide. At Duke University Integrative Medicine, Dr. Rychener assisted in developing and delivering the Integrative Health Coaching Course, co-authoring the *Duke Integrative Health Coaching Professional Training Manual* and the *Personalized Health Plan Manual*. Dr. Rychener also served as Associate Director for the Program of Integrative Medicine at the University of Arizona under the direction of Dr. Andrew Weil, where he helped design and implement the first Integrative Medicine clinic and the Integrative Research component of the program. Dr. Rychener earned his Ph.D. in Marriage and Family Therapy from Purdue University. He received his M.A. degree in Theology from Fuller Theological Seminary and his B.A. in Psychology from Wheaton College.



Candace Gregory, B.S.N.

Ms. Candace Gregory has over 36 years' experience in healthcare and has been a registered nurse for 30 years. Ms. Gregory's nursing background began in emergency and critical care both as a Paramedic/EMT and an RN. She recently has focused her attention on Healthcare IT and now holds an ANCC Certification in Nursing

Informatics. Ms. Gregory has been an independent consultant managing multimillion dollar electronic health record implementations. She helps to facilitate change by guiding large healthcare organizations through process identification and re-design as well as organizational change management, coaching, and mentoring. Ms. Gregory has also worked with several large healthcare organizations to create and implement employee wellness programs that include integrative health coaching and mindfulness. In addition, Ms. Gregory also has an independent coaching practice and focuses on coaching for healthcare providers, particularly nurses. She is the owner and co-creator of an innovative coaching program called "Nurture the Nurse" which incorporates integrative health coaching with mindfulness training to improve the overall health and well-being of nurses both professionally and personally. Candace holds a Bachelor of Science in nursing from Bellarmine University, and a Duke University certification as an Integrative Health Coach. She is also board certified as a Nurse Coach through the American Holistic Nurses

Credentialing Center. She is a member of the National Consortium for the Credentialing of Health and Wellness Coaches (NCCHWC) test writing and review committee.



Bobbie Bruner-Muirhead, BA, NBC-HWC

Ms. Bobbie Bruner-Muirhead is a U.S. Navy Veteran and has 15 years' experience as a group facilitator and trainer. She is a 2009 graduate of Duke University's Integrative Health Coach Foundations program and 2015 graduate of Wellcoaches School of Coaching Core Coach Training program. Ms. Bruner-Muirhead is a National Board-Certified Health and Wellness Coach through the International Consortium for Health and Wellness Coaches. During her enlistment with the Navy, Ms. Bruner-Muirhead served as a Cryptologic Technician Interpreter, serving as a Russian Linguist in Turkey and Japan. She worked on the U.S. Navy PREVENT contract (a behavior modification education program for Navy personnel) with Pacific Institute for Research and Evaluation as a facilitator, trainer, and curriculum contributor and with KeyBridge Technologies as a PREVENT trainer and facilitator. During her time with the PREVENT program, Ms. Bruner-Muirhead facilitated over 225 groups travelling throughout the U.S. and overseas as well as provided shipboard classes aboard aircraft carriers. Ms. Bruner has a Bachelor of Arts in History with a dual minor in Professional Education and Russian Linguistics from the University of North Florida.



Ann Mason, BSH

Ms. Ann Mason is a Program Director with Pacific Institute for Research and Evaluation (PIRE) and has over 35 years of experience as a group facilitator and trainer. She has worked primarily in the prevention field on a U.S. Navy contract serving as a facilitator and trainer providing skill training in effective communication, decision making, goal setting, and motivational interviewing skills. Prior to her work with the U.S. Navy program, Ms. Mason completed two internships in group counseling at the Navy Drug & Alcohol Rehabilitation Center, NAS Jacksonville and Gateway Community Services, Jacksonville, FL, and she worked briefly at a private psychiatric hospital in Asheville, NC. Ms. Mason has a Bachelor of Science in Allied Health Services from the University of North Florida with a specialization in Alcohol and Drug Services and Counseling.



Jane Turcotte, Ph.D.

Dr. Jane Turcotte is a consultant with the University of Arizona's Southwest Institute for Research on Women and has been involved in a number of projects, including a National Science Foundation grant that uses mentors and a values-driven context to foster STEM (Science, Technology, Engineering, Mathematics) interest in youth from underrepresented populations. She is also a consultant for Pacific Institute for Research and Evaluation (PIRE), serving most recently as a health coach mentor and previously as a trainer and evaluator. Dr. Turcotte received her graduate education in clinical psychology at Memphis State University (now the University of Memphis) and completed an internship at the Southern Arizona Veterans Administration Health Care System in Tucson, Arizona. Following her internship, she assumed a position with the University of Arizona, Department of Family and

Community Medicine to assist with the U.S. Navy's PREVENT program, a course designed to reduce health risk behaviors that detract from mission readiness. During her tenure with PREVENT, Dr. Turcotte served as a facilitator, trainer, curriculum writer, and site manager, overseeing program delivery at 12 Navy installations. Dr. Turcotte received her B.A. in Psychology from Western Michigan University and worked as a psychometrist at a private psychiatric hospital in Grand Rapids, Michigan, prior to pursuing her post-graduate education.



Estelle Brodeur, MS, ACC

Ms. Estelle Brodeur coaches people in areas of health, life, and career. She holds certification from Duke University Integrative Medicine Integrative Health Coach program and is an Associate Certified Coach with International Coach Federation. She completed an additional 60 hours of training from Wisdom of the Whole Coaching Academy with Master Coach Linda Bark PhD, MCC in 2009. Her personal mind body practices such as Laughter Yoga and Hatha Yoga provide a creative coaching style, along with 25 previous years in the fields of corporate wellness education, public mental health, and advanced nursing practice. Estelle holds graduate and undergraduate degrees from Virginia Commonwealth University and The University of Virginia. In June 2016, Estelle will complete a 200-hour Hatha Yoga Teacher Training program, along with a Yin Yoga Certification. Estelle's passion is helping others gain a more satisfying, joyful, healthy life. She lives in Richmond, Virginia and owns an independent coaching practice



Julie Kosey, MS, PCC, RYT

Julie Kosey provides professional training and mentoring in the fields of coaching and mindfulness. She co-founded Duke University's Integrative Health Coach Professional Training and has served as faculty, teaching and mentoring for that program as well as Vanderbilt University's Health & Wellness Coaching Certification Program and UCLA's Year-long Mindfulness Facilitation Training. Julie served as a subject matter expert for the International Consortium for Credentialing Health and Wellness Coaches helping to identify essential knowledge and skills for a health coach, writing and reviewing questions for the national exam, and mentoring those preparing to take the exam. Originally trained by Jon Kabat-Zinn and Saki Santorelli through their MBSR 7-day Training for Healthcare Professionals in 1995, Julie has continued her mindfulness training for decades, culminating in a Certification in Mindfulness Facilitation through the UCLA Institute for Neuroscience and Human Behavior. Julie holds numerous other certifications in the fields of yoga, stress management, weight management, smoking cessation, fitness assessments, wellness screenings, and other aspects of health promotion. Julie's academic credentials include an MS in Wellness Management with minors in Counseling and Business, a BA in Psychology, and a Graduate Certificate in Alternative Health and Healing. She is credentialed as a Professional Certified Coach through the International Coach Federation and holds coaching certifications through the Coaches

Training Institute and Duke Integrative Medicine. When she is not working, you will find her reveling in the beauty of nature through hiking, biking, and kayaking. Her nature photography promotes healing in Duke University Medical Center's patient rooms.



Jenna Ward, BA

Ms. Jenna Ward holds an Integrative Health Coaching certification from Duke University Integrative Medicine Center, as well as a BA from the University of Alabama. She is the owner of LIVING IN EASE LLC, a business which supports embodied wellness through the wisdom of conscious touch (such as massage and energy work), coaching, and mindfulness meditation. A regular speaker at Mississippi Nurses Conferences and statewide Addiction Conferences, Jenna shares the power of mindfulness and its role in health and healing and its efficacy in the workplace for care givers. Ms. Ward has great passion and respect for the transformational power of listening from the heart. Through her own personal aspiration to grow and heal, she has experienced the power of healing from the inside out. Her tools were massage and other body/mind therapies, in depth studying of human spirituality and its influence on health and well-being, as well as being awakened by a meditation master. Jenna's mission is to assist her clients in the transformational process of living life from their highest, divine expression. Her offerings to support this intention are meditation retreats, weekly mindfulness classes, massage, and energy healing sessions, and her Awakened Coaching Sessions at TAME Wellness Center in Meridian, MS.



Mark Dreusicke, MD

Dr. Mark Dreusicke graduated from Duke University School of Medicine with a focus on integrative medicine and primary care. As a researcher, medical writer, and analytics consultant, he is particularly interested in the effects of mindfulness and stress reduction on behavior change. With an undergraduate degree in neuroscience, his interest in human behavior developed while conducting studies in clinical psychology and neuroimaging at the University of Virginia, Virginia Commonwealth University, and Harvard Medical School. Dr. Dreusicke is trained as an Integrative Health Coach from Duke Integrative Medicine, where he also completed Mindfulness Based Stress Reduction (MBSR) training. He is currently enrolled in Vanderbilt University's Health & Wellness Coaching Certification Program. Dr. Dreusicke is actively involved in the national credentialing for coaches with the International Consortium of Health & Wellness Coaching (ICHWC) and National Board of Medical Examiners (NBME). He currently lives in San Diego, CA and consults in the fields of primary care & integrative medicine, mindfulness, and health & wellness coaching.



Sara Regester, RN, BSN

Ms. Regester is a Certified Integrative Health Coach with more than 30 years in Healthcare as a Registered Nurse working for a major Medical Center in Phoenix Arizona. She has diverse clinical experience in the areas of Cardiac Medicine, Neuroscience, Diabetes Education, General Surgery, Trauma and Chronic Disease Management and 11 Years working in the area of Quality Management supporting Physicians and Nursing staff to improve the process of care and implementing standards of practice within Medicare and JCAHO Commission standards. In 2013 Sara became a Duke Certified Integrative Health Coach and founded of Directions 4 Wellness, an international Lifestyle and Health Coaching Practice. In her practice she facilitates individual coaching clients, group coaching programs and offers Stress Resilience Training to Companies for their employees and Leadership Teams. Sara is also a Coach Mentor Supervisor for Arizona Center for Integrative Medicine at U of A since the start of the program in 2013. Her strengths as an Integrative Health Coach come from the focus on Mindfulness strategies from Duke and the Motivational Interviewing skills from AZCIM, both which support sustainable change of mindset and lifestyle.



Kerri Weishoff, MS, CCC-SLP, NBC-HWC

Kerri is an integrative health coach and university lector and instructor on mind-body and awareness practices. She is also a practicing speech pathologist in critical care and incorporates mindful awareness into her clinical practice. As a certified integrative health coach, Kerri provides compassionate, non-judgmental support while helping clients identify obstacles blocking their pathway to better health and overall wellbeing. She incorporates self-care, breathing practices and stress management tools to help clients increase focus, improve energy and connect to purpose in their life. Kerri has more than 25 years of rehabilitation experience, including 15 years as a director of rehab and integrative healing practices. She is a graduate of the University of WI – Milwaukee from the College of Health Sciences and the University of Minnesota Center for Spirituality & Healing. Her recent study has been with the Center for Mind-Body Medicine. Her joy comes from an evolving life with her three boys and husband, mindful exercise, the change of the seasons and exploring possibilities.

Office of Patient Centered Care and Cultural Transformation

Website: <https://www.va.gov/patientcenteredcare/>



Mission

Catalyze and sustain cultural transformation in healthcare for and with our Veterans

Vision

To transform from a problem based disease care system to a Patient centered health care system

The Whole Health program was created in partnership with the Office of Patient Centered Care and Cultural Transformation under the leadership of Dr. Tracy Gaudet and Pacific Institute for Research and Evaluation.